

CHUCK E FOCUS

Week 15 – April 15, 2016

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Irving, TX 75063
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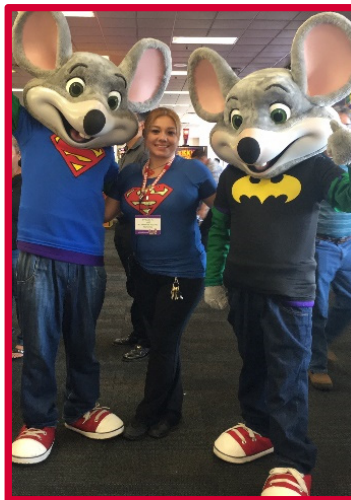


CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS IN MAKING THE
TOP 10 IN SALES INCREASE LAST WEEK!**

	Restaurant	2015	2016	YOY Increase
1.	San Bernardino, CA #415	\$14,545	\$27,905	91.9%
2.	Ft. Wayne, IN #946	\$33,254	\$62,943	89.3%
3.	Janesville, WI #728	\$12,765	\$22,927	79.6%
4.	St. Louis St Charles, MO #948	\$27,396	\$46,244	68.8%
5.	St Louis West Ellisville, MO #947	\$16,618	\$27,903	67.9%
6.	Indy Greenwood, IN #346	\$26,932	\$43,119	60.1%
7.	Orange, CA #785	\$30,944	\$49,149	58.8%
8.	San Bernardino Hosp, CA #375	\$33,084	\$52,307	58.1%
9.	Fontana, CA #445	\$29,270	\$46,220	57.9%
10.	Rochester, MN #798	\$17,667	\$27,771	57.2%

EMPLOYEE SPOTLIGHT OF THE WEEK!



SOUTHEAST

Meet Ana Barrera, Assistant Manager in restaurant #569 Laredo, TX. Chuck E. Cheese has been lucky enough to have this star employee with us for 5 ½ years and counting! Ana loves putting her creative talents to use when it comes to My Favorite Fun and fundraising. She has helped her restaurant finish #1 in fundraising sales increase, something to be very proud of. Thank you Ana for all you do!

MY FAVORITE FUN



#633 Roseville
#stickerday



#532 Largo
#hockeytime



Collage Maker



#454 Corpus Christi
#chillinwithchucke



#364 Fresno
#coloringwithchucke



#581 Victoria
#aboveandbeyond



#616 Buford
#jerseyday



#420 Brandon
#buffetfun



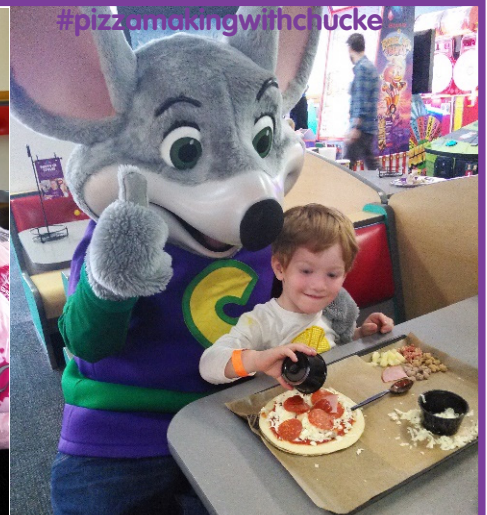
#454 Corpus Christi
#wakingupchucke



#729 Atlanta
#thenextgeneration



#pizzamakingwithchucke



DEAR CHUCK E...

Without your kind and caring staff, my son wouldn't have had a birthday party. I made a technical error and reserved the wrong date for my son's birthday party. The deposit was already sent and scheduled for April 14th. For some reason, probably mommy brain, I failed to notice the date. I thought I had put the reservation in for April 6th. I sent invitations to his family and friends to arrive at the Chuck E. Cheese facility in Littleton on April 6th at 6:00 PM. When we arrived 15 minutes early to check in, the employee at the front registers asked me if I was sure about the date because they didn't have a birthday on the schedule. Of course, I quickly looked up the registration and confirmation email and sure enough, I had put the 14th. My face must have looked shocked because right away, the employee said, "you know what, let's see what we can do, don't worry." He then went to get his manager, Kelly Cross. My husband was upset that I had messed this up, I mean, our son, Anthony was looking forward to this birthday party all week. Kelly Cross came up to us and asked what was going on. I explained the situation to her and that his guests were sure to arrive soon and we totally messed up the reservation. I asked her what our options were. She said, "don't worry, we can work around it, it's not a problem." She then got her employee, Danny Lopez and assigned him to our table and they set it up just like a birthday party. Danny was very accommodating and he made sure we had all that we needed. Right away, he gave my two sons some tokens to keep them busy while we got everything set up. They were so excited! I was so happy that Kelly was willing to give up an employee to our birthday party on such short notice, she even had another employee dress up as Chuck E. Cheese and they did the ticket blaster for Anthony. I mean, it was just like what we had put the deposit down for. It didn't end here, Kelly made sure we had a cake, chocolate of course, with candles and everything. I was so thankful that she put us on her priority list even though it was totally my fault that the event was on the wrong date. Talk about great customer service. I also cannot say more about Danny Lopez. He was so sweet, kind, and he checked in with us frequently to see what we needed. (I also spotted him running the front registers and delivering pizzas to other tables). What hustle he had! I basically wanted to give credit where credit is due, and without Kelly and Danny, and the support of the other employees at this location, my son's birthday wouldn't have happened. Thank you so much Chuck E. Cheese!

ANNIVERSARIES

5 YEARS

Ramon Mena ~ Location 435

Willie Barnes ~ Location 429

Michael Wright ~ Location 836

15 YEARS

James Kimmel ~ Location 510

Megan Trombly ~ Location 782

Western Region
Littleton, CO #115
RVP Tim Kerum
DM John Chudzinski
GM Christopher Barkofske
Sr Asst Mgr Kelly Cross
Cast Member Danny Lopez

My reason for writing today is to provide a formal compliment towards your employee. I believe her name was Erica. I'm not 100% sure but she was the manager on duty. We were celebrating my son's 15th birthday last night. My son Jojo is low functioning non-verbal autistic. He noticed the birthday ticket tornado ticket blaster you stand in to catch tickets when we arrived and became fascinated with it. When his friends gave him their ticket winnings at the end of the night, he ran to it. I can only assume he believed if he put the tickets in it then it would turn on. His aunt asked the manager if she could turn it on for him. I advised her he doesn't want to get in it. He just wants to see it on. I'm sure it was an unusual request and with everyone trying to turn in their tickets for prizes at that time, it would have been easy to say it wasn't allowed or it was closing time. Without hesitation, she turned it on. He was ecstatic! He watched it blow tickets for 30 seconds and he was content. I believe it was the best part of his evening. Little things like that brings joy to my son. I just wanted to express my gratitude and appreciation. Please forward this to whomever it is that needs to know that they have an amazing employee at this location. Thank you very much.

Central Region
Dallas-Garland, TX #942
RVP Chris Kelly
DM Eric Bargas
GM Michael Almasan
Cast Member Erica



We booked my 5 year old's birthday party at Chuck E. Cheese in Athens, GA. Ashley was our party host and she was absolutely amazing! Everything was ready for us when we got there and I'll be the first to admit that not having to clean up after was definitely a perk. I cannot say enough good things about Ashley, she was so very helpful and had every aspect of the party on point and even though we over stayed our 2 hour limit, she never tried to move us or anything. She was very attentive and made sure our kiddos had full drinks. I really liked that she took the time to discuss the party plans with us so we knew how and when everything was happening. She even held the pull-string piñata like a champ. She was the best hostess we could have had. We will definitely be spending more birthdays at Chuck E. Cheese in Athens! Thank you all so very much for making our little Joe's birthday his "best party ever!" Please make sure Ashley hears about our praises.

Southern Region
Athens, GA #612
RVP Mike Boyko
DM Joe Risnear
GM Nicholas Curran
Cast Member Ashley

I know that I filled out the survey pretty early into my visit but I wanted to let you know how great your staff at the Wilkes-Barre location is. It was my daughter's 4th birthday and they treated us all like VIP's. The staff continually checked in to see how our visit was going and they ensured Chuck E. came and visited us several times. Although my daughter dumped both her tokens and ice cream on the floor, the staff (Rachel) cleaned it up with a smile. Just can't say again how great of a group of people you have there. More than happy to send along this positive note.

Northern Region
Wilkes Barre, PA #533
RVP Jim Brawley
DM Shawna Vazquez
GM Rachel Nichols
Cast Member Rachel

LEARNING & DEVELOPMENT

The Cheesy Bread Cashier Sales Contest starts on Monday!

Get ready, Get set...

GO!

April 18 – May 29

CASHIER SALES CONTEST

Cheesy Bread

WIN \$250 Top 25*
WIN \$100 26-50*
WIN \$50 51-100*

TOP 10 RESTAURANTS
Win a Sales Booster Pin for everyone on the team

TOP RESTAURANT
Wins the Sales Booster Traveling Trophy

*Prizes are subject to payroll tax deductions. Hourly Cast Members with a minimum of \$1,000 in F&B transactions with the highest item/net sales ratio.
All sales contests will be monitored, audited, and subject to disqualification. Cast Member must be employed at time of payout to be eligible.
Winners will be calculated by total Cheesy Bread sales/total sales.

ABOVE & BEYOND moment OF THE WEEK

Team Silverdale #622

Here is a way to have a little more fun after the road show, introducing Chuck E.'s Fun Meter!

After each roadshow, Chuck E. uses a DB Meter to measure how loud the kids can get which determines how many tickets they will get. Great job Team Silverdale!



MERCHANDISE

Wrigley, the maker of Skittles, is having production issues. If by chance skittles are out of stock from PFS(U.S locations 50D Tickets) and Dennis Foland (Canada locations 60D Tickets) please sub with another 50 ticket(U.S. Locations) 60 ticket(Canada Locations) item until they are back in stock. Please e-mail the merchandise department with any question or concerns at merchandise@cecenterentainment.com





Chuck E. Cheese's HOT JOBS

GENERAL MANAGER

701 ~ Decatur, AL	798 ~ Rochester, MN
200 ~ Modesto, CA	839 ~ Greece, NY
322 ~ Dublin, CA	382 ~ Hickory, NC
353 ~ Palm Desert, CA	845 ~ Willowdale, ON
378 ~ Laguna Hills, CA	660 ~ Portland, OR
787 ~ Walnut Park, CA	860 ~ Sioux Falls, SD
558 ~ Colorado Springs, CO	667 ~ Jackson, TN
680 ~ Tallahassee, FL	570 ~ Texarkana, TX
602 ~ Conyers, GA	579 ~ North Richland Hills, TX
959 ~ Boise, ID	582 ~ Abilene, TX
112 ~ Florence, KY	599 ~ Longview, TX
610 ~ Covington, LA	943 ~ Austin Round Rock, TX
323 ~ Flint, MI	624 ~ Lynnwood, WA

DISTRICT MANAGER

District Manager Based in Minneapolis, MN

DT MANAGER

DT Manager	Based in Greensburg, PA
DT Manager	Based in La Mirada, CA
DT Manager	Based in North Little Rock, AR

Please visit www.chuckecheese.com/careers to review all open positions.